

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-10 18-58-38

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
23	23	0	Pass	NA

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



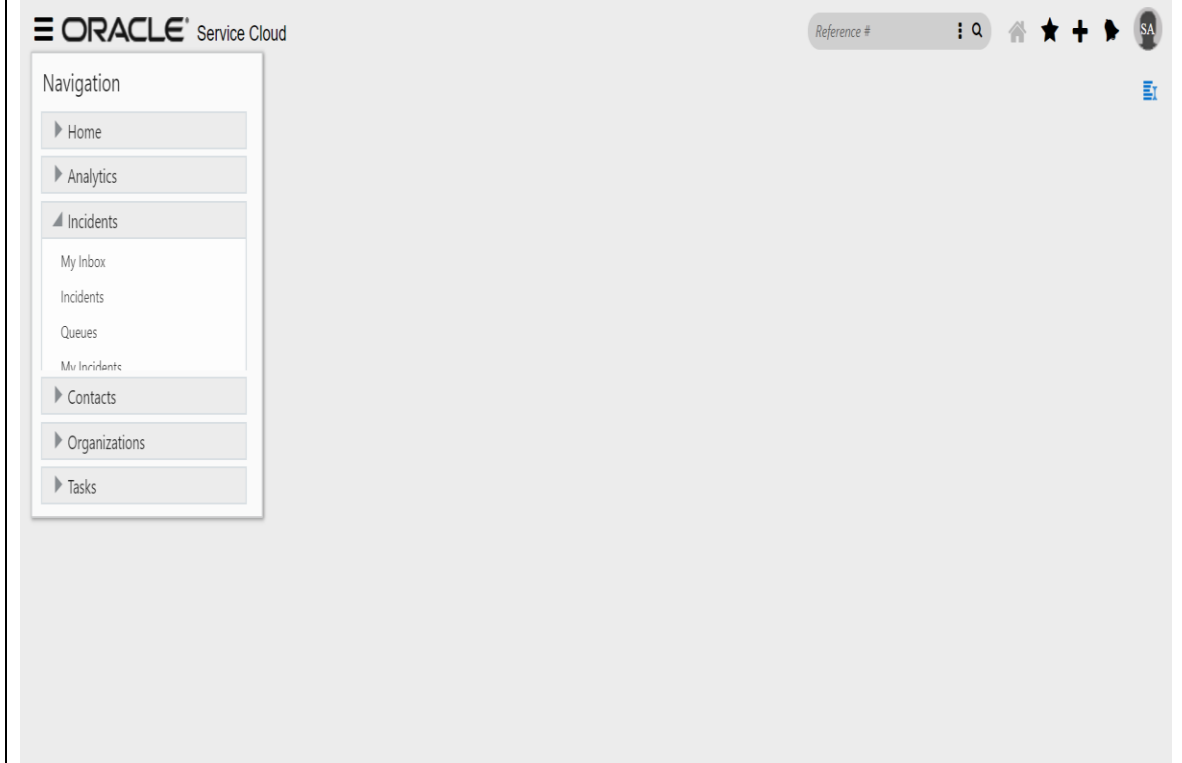
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



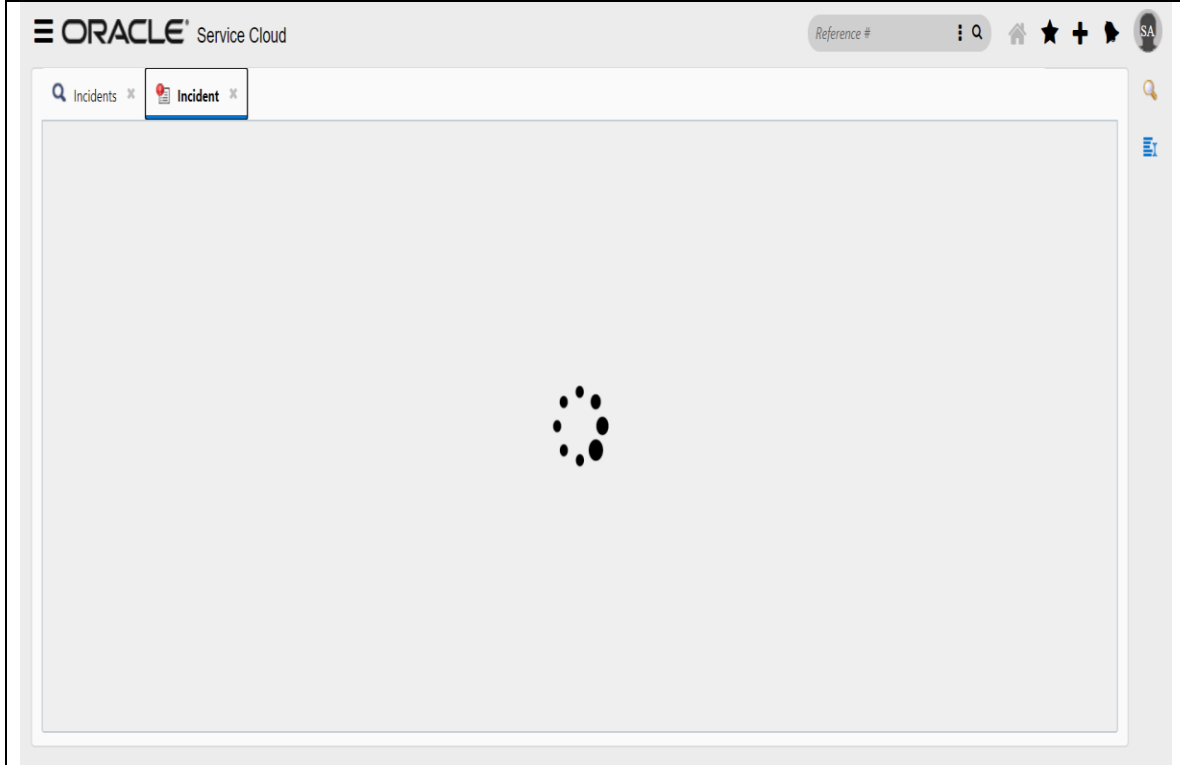
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200810-000040'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A navigation bar lists 'Summary', 'Messages' (selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section has a header with 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and 'Newest first' sort order. The email composition area shows 'To: abhi552@gmail.com' and 'Cc:' and 'Bcc:' fields. A green bar at the top of the email body contains 'Sys Agent', 'Email', and 'Draft Mode'. A loading spinner is visible in the bottom right of the email body area.

Step No:6

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, there's a tabbed interface with 'Incidents' and '200810-000040' selected. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. The email fields show 'To: abhi552@gmail.com', with empty 'Cc' and 'Bcc' fields. A rich text editor toolbar is present, and the message body contains the text 'We are working on your issue and we will get back to you.'

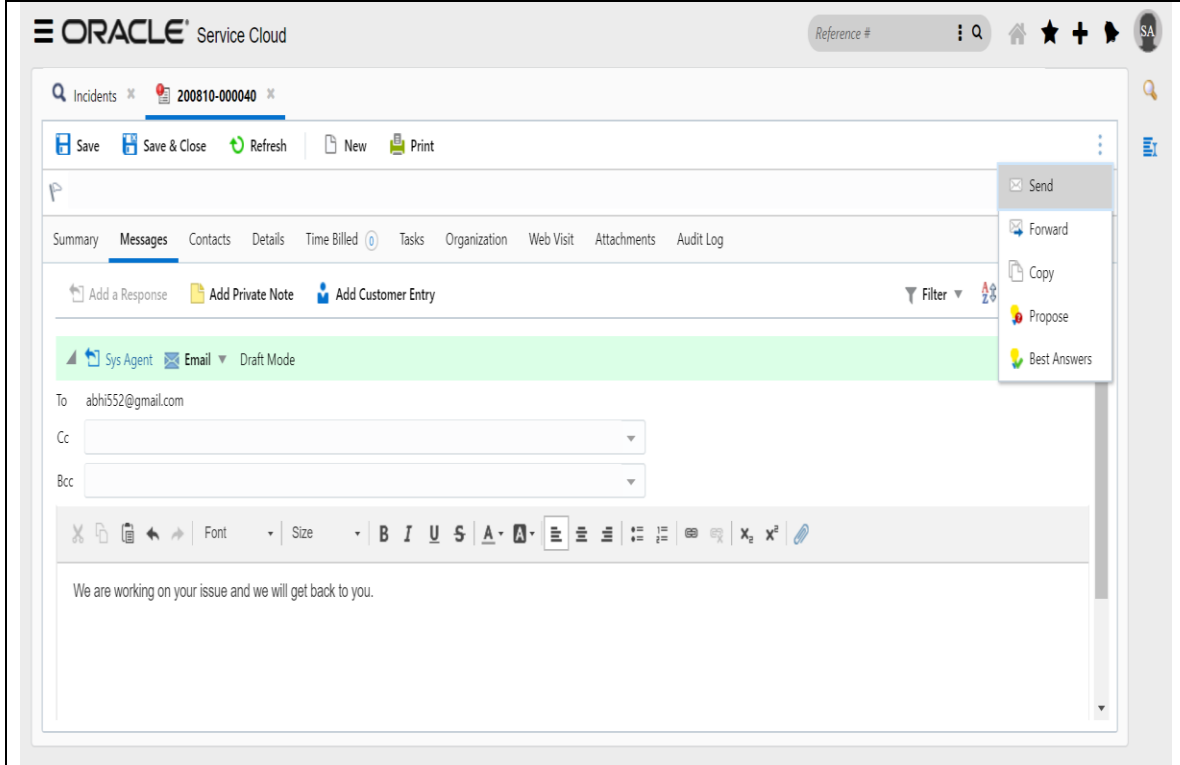
Step No:7

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



Step No:8

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows 'Incidents' and '200810-000040'. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary', 'Messages' (selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. The main content area is a draft email in 'Draft Mode' addressed to 'abhi552@gmail.com'. The email body contains the text 'We are working on your issue and we will get back to you.' A rich text editor toolbar is visible above the email body, featuring various formatting options like bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, and unlink.

Step No:9

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200810-000040'. The incident is currently in the 'Messages' tab, which is highlighted. Other tabs include 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The message content shows a system agent (Sys Agent) message dated 08/10/2020 06:59 PM, stating: 'We are working on your issue and we will get back to you.'

Step No:10

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference #

SA

Incidents

Search

Refresh

Reset

Open

New

Print

Copy

Assign

Propose

Fill Inbox

Delete

Bookmark

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 06:58 PM	200810-000040
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 04:51 PM	200810-000036
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076

992 Records

